

MWI 1280.2

REVISION B

EFFECTIVE DATE: August 22, 2001

EXPIRATION DATE: August 22, 2006

MARSHALL WORK INSTRUCTION

QS01

MSFC CUSTOMER FEEDBACK SYSTEM

CHECK THE MASTER LIST at
<https://msfcmr03.msfc.nasa.gov/directives/directives.htm>
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		5/14/99	Document converted from MSFC-Pl4.1-C01 to a Directive. Previous history retained in system as part of canceled or superseded ISO Document files.
Revision	A	8/16/99	Changes made to incorporate new organizational terminology.
Revision	B	8/22/01	Adds details for ISO 9001:2000 compliance; Change name from Quality Comment to Customer Feedback; implement compatibility with Customer Satisfaction MPG 1280.8; provide details for evaluating use of Centerwide system versus other NASA or MSFC feedback systems; and provide screening examples for mandatory participation in Centerwide system.

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1. PURPOSE

This Instruction establishes the responsibilities and instructions for the Centerwide Marshall Space Flight Center (MSFC) Customer Feedback (formerly Quality Comment) System to document, report, and track action on:

- Any customer feedback for provider organizations that does not have an organization-specific customer feedback system or use a multi-Center NASA customer feedback system with sufficient query capabilities to readily extract MSFC-related data, and
- Customer feedback indicating need for recurrence control of sufficient significance to justify high-level MSFC management review and monitoring through the Corrective Action System (CAS) (as defined in MPG 1280.4, "MSFC Corrective Action System").

In either case, contract-sensitive feedback (as defined in MPG 5000.1, "Purchasing," and associated documents) is not to be included in this system.

2. APPLICABILITY

This Instruction is applicable to those MSFC activities within the scope defined by MPD 1280.1, "Marshall Management Manual" (MMM), that result in delivery of a product or service to a customer.

3. APPLICABLE DOCUMENTS

- 3.1 MPD 1280.1, "Marshall Management Manual"
- 3.2 MPG 1280.4, "MSFC Corrective Action System"
- 3.3 MPG 8730.3, "Control of Nonconforming Product"
- 3.4 MWI 1280.4, "MSFC Quality System Deficiency Notice System"
- 3.5 MPG 1280.8, "Customer Satisfaction"
- 3.6 MPG 5000.1 "Purchasing"
- 3.7 MSFC Form 4306, "MSFC Customer Feedback"

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4. REFERENCES

None

5. DEFINITIONS

5.1 Customer. Any direct recipient of an MSFC-supplied product or service.

5.2 Customer Feedback. MSFC customer communication (e.g., complaint, observation, or compliment) regarding delivered MSFC products and services, documented on MSFC Form 4306, "MSFC Customer Feedback," or into another data system, which meets the requirements of MPG 1280.8, "Customer Satisfaction."

5.3 External Customer. Any non-MSFC entity that is an MSFC customer.

5.4 Internal Customer. Any MSFC customer that is working to the requirements of the Marshall Management System (MMS) per MPD 1280.1.

6. INSTRUCTIONS

<u>Actionee</u>	<u>Section</u>	<u>Instruction</u>
Organization providing the product or service	6.1	Seek customer feedback in accordance with MPG 1280.8.
Recipient of customer feedback	6.2	<p>If an organization-specific customer satisfaction mechanism is in place and significant customer feedback indicates need for correction through the CAS, provide the feedback to the Centerwide MSFC Customer Feedback System through MSFC Form 4306, "MSFC Customer Feedback," (available via Forms at the MSFC Integrated Document Library) or direct entry at URL: http://msfcsma3.msfc.nasa.gov/Virtual%20S&MA/s_&_ma_data_systems.htm</p> <p>If NO organization-specific or multi-Center NASA customer satisfaction mechanism is in place, provide</p>

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Actionee Section Instruction

		customer feedback into the MSFC Customer Feedback System by submitting MSFC Form 4306 or by entering directly into the electronic MSFC Customer Feedback System.
Safety and Mission Assurance (S&MA)	6.3	If input is received by S&MA through other than direct data base entry, forward the comment to the provider for their evaluation of reportability through the Centerwide MSFC Customer Feedback System.
	6.4	Assign a tracking number, review the customer feedback, and take one of the following actions for any negative response:
	6.4.1	When a customer feedback pertains to a hardware/software nonconformance, generate a Discrepancy Record (DR) to be processed in accordance with MPG 8730.3, "Control of Nonconforming Product," and MPG 1280.4.
	6.4.2	When a customer feedback pertains to a deficiency in the MMS, generate a Quality System Deficiency Notice (QSDN) to be processed in accordance with MWI 1280.4, "MSFC Quality System Deficiency Notice System," and MPG 1280.4.
	6.4.3	When a customer feedback pertains to a nonconformance unrelated to hardware/software or to the MMS, process it in accordance with MPG 1280.4.
	6.5	Record the action taken and the number of any reference report(s) initiated into the Centerwide MSFC Customer Feedback System and close the customer feedback record.

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<u>Actionee</u>	<u>Section</u>	<u>Instruction</u>
	6.6	Inform the providing organization and the customer of the results of the feedback evaluation and any followup action(s) initiated.
	6.7	Provide periodic reports to the MSFC Customer Feedback Coordinator (as defined in MPG 1280.8), appropriate organization management, and Customer Satisfaction monitor(s) on Customer Feedback, resulting actions, and status. Specifically, submit reports to the MMS Implementation Team and to the MSFC Quality Council.
Organization Management	6.8	Take needed steps to improve customer satisfaction and assist in resolving problems identified by customer feedback.

7. NOTES

Individual organizations (directorates and offices) may perform their own internal customer satisfaction operations in accordance with MPG 1280.8, separate from this defined Centerwide MSFC Customer Feedback System; however, feedback meeting requirements of CAS reportability are to be entered into the Centerwide system.

Guidance regarding customer feedback which is to be included or excluded from the Centerwide MSFC Customer Feedback System is provided in Table 1.

8. SAFETY PRECAUTIONS AND WARNING NOTES

None

9. RECORDS

Records of hardcopy MSFC Form 4306, "MSFC Customer Feedback," submitted to S&MA shall be maintained by S&MA for 3 years after issue resolution, then destroyed.

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Electronic records entered into the Centerwide MSFC Customer Feedback data system shall be maintained for the life of the system.

TABLE 1: FACTORS CONSIDERED IN EVALUATING FOR INCLUSION/EXCLUSION IN CENTERWIDE MSFC CUSTOMER FEEDBACK SYSTEM

Factors Considered for Data to Be Included	Factors Considered for Data Which May Be Excluded
<p>No organization-specific or multi-Center NASA customer feedback system is used by provider organization.</p> <p>More than one office or directorate is involved in a process identified by the customer as needing correction.</p> <p>The feedback identifies a discrepancy which is critically important to the customer.</p> <p>The feedback identifies a lack of compliance with a document requirement.</p> <p>The feedback identifies a repeated discrepancy/inadequacy in the product or service.</p> <p>The feedback indicates a lack of satisfaction by a major customer with a significant (by risk or dollar value) product or service.</p>	<p>Organization-specific or multi-Center NASA customer feedback system meeting the requirements of MPG 1280.8 is used by the provider organization and at least one of the following is also true:</p> <ul style="list-style-type: none"> • Information is contract-sensitive, as specified in MPG 5000.1 and associated documents. • The feedback identifies a discrepancy evaluated by the customer as being of minor importance. • The feedback identifies a personal preference.

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The Centerwide Customer Feedback System data records shall be backed up at least weekly and retained for at least 2 years in accordance with the Centerwide software support contractor's server backup procedures.

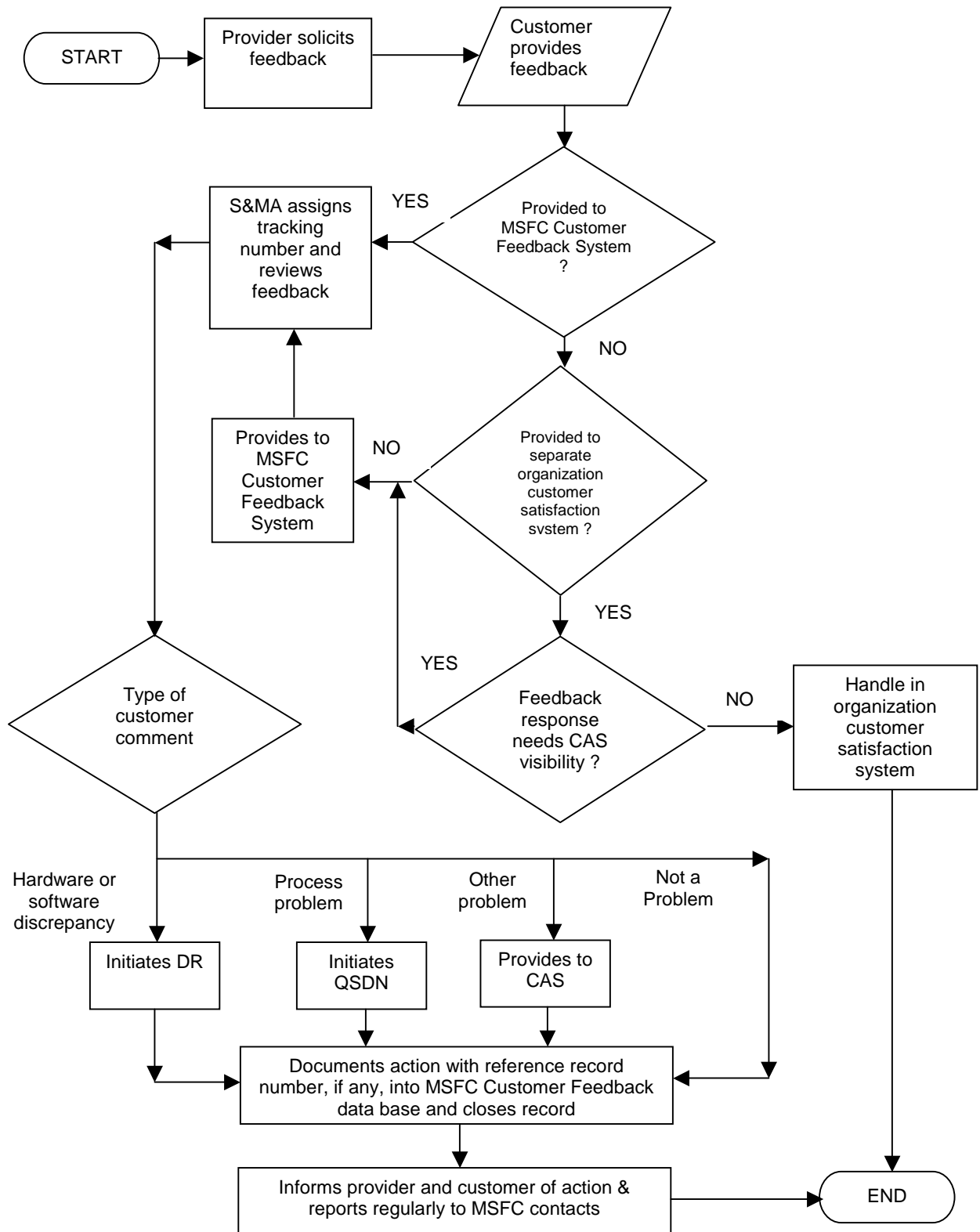
10. PERSONNEL TRAINING AND CERTIFICATION

None

11. FLOW DIAGRAM

See following page.

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12. CANCELLATION

MWI 1280.2A dated August 16, 1999

Original Signed by
Axel Roth for

A. G. Stephenson
Director